



RIGHT TO REPAIR

When it comes to your customers, you always have your finger on the pulse of what they need and the quality of service they expect.

When it comes to servicing your ATMs and TCRs, it can seem that there are limited or restricted options beyond the original equipment manufacturers (OEMs) for you to find the best service provider to meet your needs.

Recognizing the many problems that this creates for consumers and businesses of all sizes, the [Federal Trade Commission \(FTC\)](#) issued a press release on July 21, 2021, enforcing what is known as the Right to Repair.



The **Right to Repair** means that your financial institution is actually in the driver's seat when it comes to selecting and partnering with an independent service provider or even choosing to perform work in-house.

So what can the Right to Repair mean for your financial institution?

WHAT IS THE RIGHT TO REPAIR?

As part of providing their equipment to financial institutions, some OEMs have made it difficult for customers to enable the most efficient and effective way to service their equipment, whether in-house and/or with an independent service provider.

Although this can be good for the OEM's, it creates restrictions for financial institutions looking to efficiently and effectively manage their equipment.

To help financial institutions make the best operational decisions, the FTC is reinvigorating its educational campaign to remind institutions that they have the flexibility in selecting who services their equipment instead of being restricted by the OEM.



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YOUR RIGHT TO REPAIR

So what does your Right to Repair include, and what can it mean when it comes to selecting a service provider?

It means your organization has the right to access non-proprietary, after-sales support enablements including:



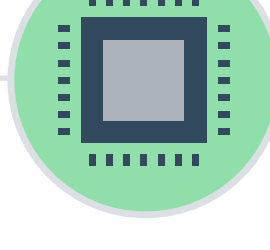
SERVICE INFORMATION

Product manuals, training resources, technical support documentation, software updates, and schematics.



DIAGNOSTIC TOOLS

Tools you and your independent service provider need, including authentication and secure pairing tools.



PARTS

Parts required to service and support equipment.



REPAIRS & MAINTENANCE

Repair kits, upgrades, and modifications for devices and equipment.

HOW TO EXERCISE YOUR RIGHT TO REPAIR

If your financial institution is not receiving an adequate level of service, responsiveness, or support from your current provider or in-house effort, it is important to understand you have other options.

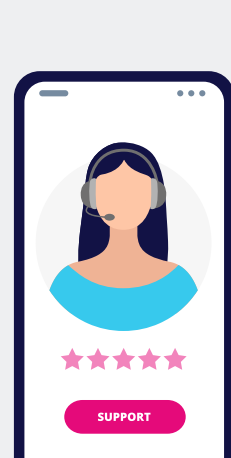
This includes exercising your rights to request the information and access needed to service your equipment and protect your investment so your team can focus on delivering exceptional customer service.



LET BURROUGHS SERVE AS YOUR FULL LIFECYCLE SERVICE PROVIDER

If your financial institution is looking for a better way to service and proactively maintain its ATMs and branch equipment, Burroughs has been in the business of providing OEM-agnostic services for more than 130 years.

Burroughs offers a nationwide service delivery infrastructure to provide the hardware, field service, repairs, and technology-driven remote and technical support your financial institution needs to maintain the ATM and branch equipment uptime your customers expect.



When you choose to partner with Burroughs, your business will be supported by **more than 500** highly skilled and certified service technicians, running 4-hour SLAs 24/7/365 backed by two U.S.-based in-house technical teams specialized in level-2 and level-3 support. You will also have peace of mind knowing that we have remote monitoring capabilities, 100+ forward stocking locations, and experience managing over

150,000 cash automation devices, including **85,000** ATMs, ITMs, and teller cash recyclers from numerous industry-leading OEMs.

That means your team can contact one provider when they need support, no matter the make of the device or where or when they need assistance.

TAKE THE NEXT STEP

When selecting a service partner for your ATMs and branch equipment, you have the right to choose an organization with the experience, agility, and quality needed to ensure your fleet is always available to your customers.

Get the facts about your business options and how the Burroughs team can provide the consultative guidance your financial institution needs to meet its full potential.

DISCOVER THE FULL POWER OF YOUR RIGHT TO REPAIR.

Contact Our Team